

Operations Specialist

REPORTS TO: Operations Director

FLSA STATUS: Exempt

STATUS: Full-Time, 52 weeks, 40 hours per week

SAFETY SENSITIVE: Yes

Job Summary:

Responsible for complex assignments working in an administrative and technological atmosphere within the Operations Department.

Essential Functions:

The Operations Specialist will ultimately be evaluated on a combination of skills, dispositions and behaviors, some of which are related to the specific service area of this position and others that represent general expectations of all our agency employees.

The Operations Specialist responsibilities chiefly fall within the following essential functions, although s/he may perform other tasks and/or duties as assigned. The Operations Specialist will demonstrate competency to perform essential functions that include:

1. Responsible for the integration of forms, systems, and network into the iOS mobile devices.
2. Uses a variety of technology, software to include recording, social media and training formats, to facilitate and provide employee training. (i.e. iPad, Apple TV, Facebook, website, etc.).
3. Carries out special projects as assigned (i.e. data processing, data communication concepts, services, and multimedia design) and prepares a variety of documents/reports using a variety of software programs to include Microsoft Office Suite, Adobe Photoshop, and database reporting.
4. Provides technical support to sites and departments, as well as troubleshooting, diagnosing and solving issues with software.
5. Responsible for agency employment recruitment.
6. Monitors information needs to meet changing requirements.
7. Serves as liaison with information systems staff in systems design improvement and resolution of programming and/or related problems.
8. Assists Human Resource in pre-employment, new hires and back up of the Human Resource Specialist.
9. Works independently and within a team environment on multiple initiatives designed to impact instruction using technology.
10. Collaborates with other departments on processes and projects
11. Performs related work as required.

Minimum Requirements:

- AA/AAS in Business, Marketing, Communications, Computer Systems or related field or equivalent certifications and/or experience. BA preferred.
- One year providing computer training experience in the classroom or other formal setting preferred.
- Knowledge of Microsoft Office Suite programs and various design software.
- All education must be from an accredited institution.
- May need to sign a professional development agreement.
- Arizona's driver's license, proof of insurance, fingerprint card, and Social Security card, and provide a vehicle for program business.
- Health Questionnaire completed by a health care provider is required at hire and will be updated every 3 years.

Knowledge, Skills, and Abilities:

- Experience with business, marketing, database & computer program systems, and demonstrated competency based on job specific capabilities.
- Intermediate skills in computer operations, word processing applications, office machines, and copier systems.
- Ability to plan, coordinates, and expedites work projects.
- Ability to communicate with staff, co-workers, public, and vendors
- Ability to work in an office setting.
- Employee must be able to read, write, and understand English.
- Demonstrated understanding of CPS reporting system, signs and symptoms of child abuse and neglect.

Physical Requirements:

Able to perform the following physical requirements of the position with or without reasonable accommodation: critical sensory requirements include general vision, specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus, hear or listen in the normal range (corrected) and speak and give directions clearly. Able to walk, sit, stand, kneel, crouch, crawl, reach, lift, carry, push, pull or otherwise move objects up to 10 lbs., and occasionally lift and/or move up to 50 pounds.

Working Conditions:

Work is performed in a classroom/office setting where minimal exposure to injury exists. Hours of work will generally be during regular business hours and average at least 40 hrs. per week. There will be work variations in work hours due to employee special projects, deadlines, and other concerns. PGCCS employees have the possibility of exposure to blood or other potentially infectious materials through collateral duty to their routine work assignments, such as rendering first aid if need arises, and seldom exposure to vibration, toxic conditions, odors, dust, mold and poor ventilation.

Acknowledgment:

This job description describes the general nature and level of work performed. The employee may be required to perform other job-related duties. All requirements are subject to change over time. I am fully qualified for this position, and can perform the duties as described. I understand that PGCCS is an Affirmative Action/EEO/At-Will Employer and that PGCCS reserves the right to revise this job description as necessary.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job and my questions have been answered thoroughly.

Employee Signature

Date